



Strengthening Families...Securing Futures

DEPARTMENT OF HUMAN SERVICES

FY 2002 ASIAN AND PACIFIC ISLANDER INITIATIVE ACTION PLAN ANNUAL REPORT October 1, 2001 – September 30, 2002

**THE GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF HUMAN SERVICE
FY 2002 ASIAN PACIFIC ISLANDER INITIATIVE ACTION PLAN**

**ANNUAL REPORT
EXECUTIVE SUMMARY**

Mayor Anthony A. Williams launched the first Asian Pacific Islander (API) Initiative in the year 2000. The goal of this initiative is to improve and ensure that API residents with limited English proficiency have equal access to government programs and services. This report provides an overview of the Department of Human Services (DHS) API Initiative FY 2002 Action Plan. Based on Mayor Williams' directive of August 2000, the FY2002 API Action Plan addresses five (5) objectives: translation of materials, diversifying workforce, cultural awareness training, community partnership, and community outreach. The department's five (5) Administrations, including Family Services Administration (FSA), Income Maintenance Administration (IMA), Mental Retardation and Developmental Disabilities Administration (MRDDA), Office of Early Childhood Development (OECD), Rehabilitation Services Administration (RSA), and community organizations receiving funding from DHS have contributed to the planning and delivery of services of the FY 2002 Action Plan for the API community.

Various Administrations such as FSA, IMA, OECD, RSA had translated their brochures and materials into Chinese, Korean and Vietnamese. DHS recruited an API Coordinator and a Multicultural Affairs Coordinator (IMA) in May 2002. FSA staff attended conferences including the *One City Many Cultures: Multicultural Perspectives on Aging and Adult Abuse*, and the *New Dimensions in Social Work Practice*; and managers attended the *Familiarity with Voices with Accents*. IMA trained approximately 500 employees on Civil Rights and conducted refresher training on the use of the Language Learners Enterprise (LLE) "Language Line."

DHS staff from various Administrations also participated in Mayor Williams' API Community Health Fair and town Hall meeting; and in the DC Human Services Cluster Multicultural Information Fair. The API Coordinator attended the Annual Federal Asian Pacific American Council Congressional Seminar and National Leadership Training Conference in May 2002. In February, DHS staff also attended the Asian Lunar New Year Celebration activity hosted by the Greater Washington Urban League Asian Services Center and the Department of Parks and Recreation.

DHS continues to partner with many community-based organizations (CBOs) in reaching out to the API community and residents. The major CBOs include the Greater Washington Urban League Asian Services Center, Chinatown Service Center, Boat People S.O.S., Asian American LEAD, Newcomers Community Service Center, Asian Pacific American Legal Resource Center, Asian American Pacific Islander Domestic Violence Resource Project, Chinatown Asian American Center, World Vision D.C., Life

Skills Center, DC Vietnamese Community Center, and Mary's Center. In addition, DHS also partners with the Social Security Administration, the Mayor's Office of Asian Pacific Islander Affairs, the District of Columbia Public Schools, and other DC human services cluster agencies in delivery of government services.

In the FY2003 Action Plan, the department continues to strengthen its commitments to the five objectives to serve the API community. In particular, DHS has expanded its API Initiative to include two more agencies: the Youth Services Administration (YSA) and the DC State Developmental Disability Council (DDC).

FAMILY SERVICES ADMINISTRATION (FSA)

The FSA FY'02 API Action Plan proposed to conduct workshops and training about domestic violence with the Asian/Pacific Islander community; and to distribute information about domestic violence and the Asian American/Pacific Islander community.

The accomplishments of the FY'02 API Initiative in the FSA include: (1) the Asian Pacific Islander Domestic Violence Resource Project, a sub-grantee for the Family Violence Prevention Services Grant, conducted five workshops and classes June through September 2002; and (2) the Asian-American/Pacific Islander Domestic Violence Resource Project distributed Domestic Violence Resource Project brochures, Project AWARE studies, and bibliography on the API population and domestic violence, safety plans in Chinese, Immigrant Power and Control wheels, API demographic charts, Teen Dating Violence packets, API Domestic Violence Institute brochures, and brochures about work with API domestic violence victims.

In addition, the FSA provided citizenship services that were not included in the FY'02 API Initiative. Community partners that participated with the FSA in accomplishing the objectives in the Action Plan are: Newcomers Community Service Center, Boat People S.O.S., and the Asian American/Pacific Islander Domestic Violence Resource Project.

INCOME MAINTENANCE ADMINISTRATION (IMA)

During FY2002, the Income Maintenance Administration translated its Medicaid Information Letter [Chinese, Vietnamese and Korean]; POWER Program Brochure [Chinese, Vietnamese and Korean]; Combined Application (covers Medicaid, Food Stamps and TANF) [Chinese and Vietnamese] and IMA Translation Aid (Flipchart) [Chinese and Vietnamese]. IMA developed partnerships with seven API community organizations and continued to fund the Bilingual Health Access Project, which employs a Vietnamese worker among several bilingual employees. IMA participated in a variety of outreach activities in FY2002, including District government-sponsored events, and activities sponsored by the community. IMA also ensured that outreach for bilingual and regular positions included advertising in Asian community publications and distribution

to the Mayor's Office of Asian and Pacific-Islander Affairs and API community organizations.

MENTAL RETARDATION DEVELOPMENTAL DISABILITIES ADMINISTRATION (MRDDA)

The DHS Office of Communication is in the process of developing a MRDDA brochure. This brochure will be translated into Chinese, Korean and Vietnamese and will be available to our Intake staff at MRDDA offices and will also be available during community outreach events MRDDA routinely attends.

MRDDA's training staff offers and requires a two-hour "diversity" training class for all case managers. Issues of differences in cultures and tolerance are addressed directly.

MRDDA's personnel officer is committed to sending notices of job opportunities to API community groups and events. MRDDA will encourage and invite API organizations' participation in the "MRDDA: Building a World that Works for Everyone" Family Forum tentatively scheduled for Spring 2003.

OFFICE OF EARLY CHILDHOOD DEVELOPMENT (OECD)

The Office of Early Childhood Development (OECD) has committed its attention and resources to comply with the Asian and Pacific Islander (API) Initiative. With the goal in mind to improve access to Child Care services to API with limited English proficiency, over the past year, OECD's efforts included participating in the Mayor's Community/Health Fair and Town Hall meeting; translating key OECD materials and pertinent information into Vietnamese, Chinese and Korean; funding Mary's Center to collaborate with the Asian and Pacific Islander Community to recruit and train persons who would become licensed family child care home providers and then potentially become operators of a child care center; funding Mary's Center/Even Start to provide public awareness materials about early intervention to the Vietnamese communities; providing individualized DHS Subsidy Provider Orientation and API language specific orientation for any child care provider for whom English is not the first language; conducting a presentation on careers and the OECD during the Bell Multicultural High School Career Day which included API students; conducting a funding workshop for the API community in collaboration with the Mayor's Office of Partnerships and Grants; contracting with the Washington Child Development Council to operate the Child Care Resource and Referral Services to assist parents seeking child care in the District of Columbia. This service provides consumer child care information to the District's API residents; and supporting the nomination of a Vietnamese Home Visitor from a DHS subsidy program, for the Asian Pacific Islander Recognition Day.

REHABILITATION SERVICES ADMINISTRATION (RSA)

The Rehabilitation Act of 1973, as amended in 1998, mandates that the Department of Human Services, Rehabilitation Services Administration (DC/RSA) provide vocational rehabilitation services to District of Columbia residents with disabilities, empowering them to maximize their employment, economic self-sufficiency, independence and inclusion and integration into society.

The Special Populations Unit within our Client Services Division is an important focus of our attempt to meet this diversity with on-site bilingual staff, translation and interpreter services; and service brochures printed in Spanish, Chinese (Traditional and Simplified, Korean, Vietnamese and Amharic (Ethiopian). Staff members have also established strong working relations with Chinatown Asian-American Center, D.C. Hispanic Association, D.C. Office of Latino Affairs, and the local network of community-based organizations and social service agencies that outreach to the District of Columbia's API community.

The RSA has established or plans to establish to provide services to our limited English proficient (LEP) API clients through partnership with community organizations including Asian American LEAD, Asian Pacific American Legal Resource Center, Asian Pacific Islander Domestic Violence Resource Project, Asian Service Center, Boat People S.O.S. – DC Branch, Chinatown Service Center, and Newcomers Community Service Center.

In fiscal year 2003 the Rehabilitation Services Administration will focus on issues affecting Asian and Pacific Islanders and our other multicultural clients. Specifically, we are committed to enhancing our strategies to recruit API employees and to increase the capabilities of our front line employees to help serve LEP Asian and Pacific Islander clients, as well as continue to outreach through public events and forums and provide technical support and services to API community-based organizations, within budget limits.

Department of Human Services

Family Services Administration

2002 Asian and Pacific Islander Initiative Action
Plan Annual Report:

October 1, 2001 to September 30, 2002

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EXECUTIVE SUMMARY

The Family Services Administration/Department of Human Services FY'02 Action Plan proposed the following:

- Conduct workshops and training about domestic violence with the Asian/Pacific Islander community
- Distribute information about domestic violence and the Asian American/Pacific Islander community
- Help other service providers develop the capacity to provide services for Asian American/Pacific Islander victims of domestic violence.

The following are accomplishments of the FY '02 Asian Pacific Islander Initiative in the Family Services Administration :

- The Asian Pacific Islander Domestic Violence Resource Project, a sub-grantee for the Family Violence Prevention Services Grant, conducted 11 workshops and classes in FY '02 with 430 women, 135 men, and 5 adolescents participating.
- The Asian-American/Pacific Islander Domestic Violence Resource Project distributed 789 Domestic Violence Resource Project brochures, 50 Project AWARE studies, and 177 bibliographies on the API population and domestic violence, 50 safety plans, 20 Immigrant Power and Control wheels, 20 API demographic charts, and 10 Teen Dating Violence packets.
- The Asian-American/Pacific Islander Domestic Violence Resource Project participated in health fairs, rallies, and vigils about domestic violence and provided technical assistance to government and community-based agencies.

In addition, the Office of Refugee Resettlement provided citizenship funding to the Boat People, SOS, the Newcomers Community Service Center, and the D.C. Refugee Service Center to provide citizenship services, outreach activities, and distribution of flyers and brochures.

Community partners that participated with Family Services Administration in accomplishing the objectives in the Action Plan are: the Asian American/Pacific Islander Domestic Violence Resource Project; Newcomers Community Service Center; Boat People SOS, and the DC Refugee Service Center.

In FY '03 FSA will translate and distribute program brochures and partner with community-based agencies to arrange for diversity training for staff and outreach to the community.

INTRODUCTION

The mission of the Family Services Administration (FSA) is to provide crisis intervention, and specialized services tailored to meet the needs of abused, neglected, and exploited adults; refugees; teen parents; teens at risk of pregnancy; low-income individuals and families; and homeless individuals and families in need of temporary or transitional shelter.

The mission of the Family Services Administration supports the Mayor's Strategic Plan for the District of Columbia. Under Priority 1, *Strengthening Children, Families and Individuals*, 12 goals are listed and FSA services contributes toward the success of the following goals.

- To prevent or remedy neglect, abuse, or exploitation of vulnerable adults 18 years of age or older as authorized by the Adult Protective Services Act of 1984 (D. C. Law 5-156).
- To reduce inappropriate institutionalization of adults through the use of homemaker services as specified in the Social Service Block Grant.
- To maintain a system of service delivery to enable refugees to become self-sufficient in compliance with Public Law 96-212, the Refugee Act of 1980 and Title IV of the Immigration and Naturalization Act.
- To ensure that teen parents who receive Temporary Assistance to Needy Families receive adequate adult supervision and move toward self-sufficiency, and to contribute toward the reduction of out-of-wedlock pregnancies in the District of Columbia as required by The Personal Responsibility and Work Opportunity Reconciliation Act of 1996.
- To provide a continuum of homeless services to families and individuals, ensure a continuum of support services to assist families in moving toward self-sufficiency, and to offer preventive services to reduce the number of families and individuals who become homeless.
- To provide safe shelter and educate District residents about domestic violence and resources available.
- To provide a network of services to build community and help low-income individuals and families move toward self sufficiency.

SYNOPSIS OF THE PROGRAMS IN FSA

The Office of the Administrator directs the overall management and operation of FSA, coordinates the productivity of programs within the administration,

manages personnel, generates contracts and procurement, develops policy, initiates and manages the budget and ensures funding for central support services.

The Emergency Shelter and Support Services through its grant arrangement with a community-based non-profit agency provides a comprehensive range of homeless services for families and single adults. These services include emergency shelter, transitional housing, permanent supportive housing, outreach activities and drop-in centers.

The Refugee Resettlement Program through its sub-grant arrangements with community-based non-profit agencies fosters the expedient transition of refugees who resettle in the District of Columbia from dependency on public assistance to economic self-sufficiency and self-reliance.

Teen Parent Assessment Program assesses the living arrangements and appropriate supervision and provides support services for teen parents under the age of 18 who have applied for or are receiving Temporary Assistance to Needy Families (TANF) with a focus on teen pregnancy prevention.

Homemaker Services: Provides home care services to reduce unnecessary or premature institutionalization and to support families and individuals in need of protective services.

Domestic Violence: Promotes public education regarding the issues of domestic violence and supports safe shelter for victims of family violence through the Family Violence Prevention Services grant.

Adult Protective Services Program investigates reports of abuse, neglect, or exploitation and provides case management services when the adult is emotionally or physically impaired and when another person is causing the abuse, neglect, or exploitation.

Community Services Block Grant provides assistance to low-income residents of the District of Columbia by working through a network of community action agencies and other neighborhood-based organizations in order to reduce poverty, revitalize low-income communities, and empower low-income families and individuals to become self sufficient.

ACCOMPLISHMENTS/ OUTSTANDING TASKS

Objective 1: Translation:

No documents were translated into Chinese, Korean, and Vietnamese during FY 02, however, nine documents were translated in Vietnamese in the previous year. These documents consisted of various form letters that are mailed out to refugees and a hot weather alert flyer.

Objective 2: Diversifying Workforce:

FSA has one Asian staff person who is a grade 11 social worker in the Adult Protective Services Intake Unit. This API employee's responsibility is to assess neglect and abuse complaints for vulnerable adults. The employee's contact information is as follows:

Address:	2146 24 th Pl. NE
Tel. #	541-3900
E-mail	Babu.Shah@dc.gov

FSA advertised in the *Asian Fortune* weekly newspaper for social work supervisors, social workers, and social service assistants for a new case management program being developed.

Objective 3: Multicultural Training

FSA partnered with the DC Office on Aging and co-sponsored the *One City, Many Cultures: Multicultural Perspectives on Aging and Adult Abuse* conference held on March 1, 2002. The conference included a session on:

- “Cultural Consideration in Serving Seniors from a Chinese-American Perspective presented by Jane S. Lin-Fu, M.D., Retired Chief of Genetic Services at the U. S. Department of Health and Human Services, and
- A Resource Panel: “Working in a Culturally Diverse City, Police Perspectives and Community Resources” which included Sgt. Kenny Temsupasiri, Commander of the Department Asian Liaison Unit and Brian Tran, Community Liaison with the Asian/Pacific Islander Community, Metropolitan Police Department.

FSA staff attended the *New Dimensions in Social Work Practice* conference on March 7, and 8, 2002, sponsored by the National Association of Social Workers. It included a workshop on *Cultural Diversity* which FSA staff attended.

FSA managers attended the *Voices with Accents* workshop sponsored by the Office of Mayor Anthony Williams to ensure excellent customer service for all residents of the District.

Additional plans to address this objective are included in the 2003 Asian and Pacific Islander Initiative Action Plan.

Objective 4: Community Partnerships

Family Services Administration partnered with the Asian American/Pacific Islander Domestic Violence Resource Project, the Boat People, SOS, Newcomers Service Center during the 2002 fiscal year. There are plans to expand community partnerships in the upcoming year.

In FY '02, FSA partnered with the following agencies:

- Asian American/Pacific Islander Domestic Violence Resource Project
P. O. Box 14268
Washington, DC 20044-4268
Contact: Anjali Nagpaul, Executive Director
Telephone: (202) 464-4477
FAX: (202) 986-9332
Email: INFO@dvrp.org

A grant was issued to the Asian American/Pacific Islander Domestic Violence Resource Project (DVRP) to provide outreach, education, and information about domestic violence for the Chinese, Korean, and Vietnamese communities in the District of Columbia. Family Violence Prevention Services grant funds in the amount of \$35,000 were awarded for October 1, 2001, through September 30, 2002. The grant serves the API community, has service materials for the limited English proficient API available in Chinese, Korean, Vietnamese, Lao and Tagalog. DVRP's staff, board of directors and volunteers offer a diverse range of cultural competency and language skills representing the following ethnic groups: Bangladeshi, Chinese, Filipino, Korean, Laotian, Indian, Pakistani, Taiwanese, Thai, and Vietnamese.

- Newcomers Community Service Center
1628 16th Street, NW
Washington, DC 20009
Contact: Vilay Chaleunrath, Executive Director
Telephone: (202) 462-4330 ext. 10
FAX: (202) 462-2774
Email: vilay@newcomersservice.org

Two grants were issued to Newcomers Community Service Center to provide employment, case management, and citizenship services for refugees and asylees

referred by the DC Office of Refugee Resettlement. Refugee Resettlement grant funds in the amount of \$204,964 were awarded for October 1, 2001 through September 30, 2002. The grant serves refugees and asylees including those from the Asian Pacific Islander communities and has service materials for the limited English proficient API available in Chinese, Korean, and Vietnamese languages. Newcomers Community Service Center staff are bilingual in English/Vietnamese and English/Amharic.

- Boat People, SOS
1515 Park Road, N. W. #3
Washington, DC 20009
Contact: Hien Vu, Operations Director
Telephone: (202)234-3598
FAX: (202) 234-3570
Email: hienvu@bpsos.org

A grant was issued to Boat People, SOS to provide citizenship services for refugees and asylees referred by the DC Office of Refugee Resettlement. Refugee Resettlement grant funds in the amount of \$70,000 were awarded for October 1, 2001 through September 30, 2002. The grant serves primarily serves refugees and asylees from Vietnam and has service materials for the limited English proficient API available in Vietnamese. Boat People SOS staff are bilingual in English/Vietnamese.

- DC Refugee Service Center
1501 Columbia Road, N. W.
Washington, DC 20009
Contact: Tanya Dang, Program Administrator
Telephone: (202) 667-9000
FAX: (202) 667-3420
Email: dangt@catholiccharitiesdc.org

A grant was issued to DC Refugee Service Center to provide employment and case management services for refugees and asylees referred by the DC Office of Refugee Resettlement. Refugee Resettlement grant funds in the amount of \$520,066 were awarded for October 1, 2001 through September 30, 2002. The grant serves refugees and asylees including those from the Asian Pacific Islander communities, and has service materials for the limited English proficient API available in Vietnamese. DC Refugee Service Center staff are bilingual in English/Vietnamese and English/Amharic.

Objective 5: Community Outreach:

The Asian American/Pacific Islander Domestic Violence Resource Project (DVRP) focused on outreach and education about domestic violence for the Asian

American/Pacific Islander communities in the District of Columbia. In addition to workshops and distribution of materials about domestic violence, DVRP staff participated in the DC Domestic Violence Awareness Month health fair, rally, and vigil at Greater Southeast Hospital and distributed brochures. They also attended the A/PI DC Health Fair and town meeting and distributed brochures, provided Asian-language brochures to the Metropolitan Police Asian Unit, participated in the Chinatown Service Center's Crime Victim's Assistance Partnership meeting, the DC city-wide advocates meetings, the Mayor's Commission on Violence Against Women Meetings; the South Asian DV ASHA meetings, the Victim Access Now meetings.

Grant agencies serving refugee communities provided 289 outreach activities that occurred through the citizenship program for refugees and asylees in FY '02.

Lessons Learned:

1. There are many opportunities to provide services to the API community. API agencies are cooperative and willing to partner with other agencies in order to get the word out to the API community.
2. The Asian/Pacific Islander communities are diverse and changing. In addition to the established Chinese American community and the newer Vietnamese community, many DC residents come from India and Pakistan.

Future Plans:

The Family Services Administration (FSA) has budgeted funds to translate, print, and distribute program brochures about the Family Services Administration, Adult Protective Services, and Breaking the Silence, a brochure that includes information to educate the public about abuse, neglect, and exploitation of vulnerable adults. At a minimum, brochures will be made available in Chinese and Vietnamese

Additional training to help staff develop cultural competence and a better understanding of the diverse communities that reside in the District of Columbia is being planned. FSA hopes to develop partnerships with community-based agencies to provide training for FSA staff and to allow for better outreach into diverse communities to provide information about available services.

APPENDICES

1. Vietnamese translations of nine refugee form letters.
2. API Employee Inventory

**Department of Human Services
Family Services Administration
ASIAN AND PACIFIC ISLANDER EMPLOYMENT PROFILE
BASED ON FY 2002 DATA**

Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						
11	Babu Shah	Social Worker	Professional	Investigates neglect and abuse complaints on adults	Office, field work	2146 24 th Pl. NE	541-3900	Babu.Shah@dc.gov	Hindi, Gujarati
Employees hired in FY 2002									
Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						
Employees left in FY 2002									
Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						

Agency Total (by location of work):

Category: Administrative; Supervisory/Managerial; Professional; Technical

INCOME MAINTENANCE ADMINISTRATION 2002 ASIAN AND PACIFIC ISLANDER INITIATIVE ACTION PLAN ANNUAL REPORT

Report Period: October 1, 2002 to September 30, 2002 (FY 2002)

Executive Summary: During FY2002, the Income Maintenance Administration translated its Medicaid Information Letter [Chinese, Vietnamese and Korean]; POWER Program Brochure [Chinese, Vietnamese and Korean]; Combined Application (covers Medicaid, Food Stamps and TANF) [Chinese and Vietnamese] and IMA Translation Aid (Flipchart) [Chinese and Vietnamese]. IMA developed partnerships with seven API community organizations and continued to fund the Bilingual Health Access Project, which employs a Vietnamese worker among several bilingual employees. IMA participated in a variety of outreach activities in FY2002, including District government-sponsored events, and activities sponsored by the community. IMA also ensured that outreach for bilingual and regular positions included advertising in Asian community publications and distribution to the Mayor's Office for Asian and Pacific-Islander Affairs and API community organizations.

Introduction:

The mission of the Department of Human Services Income Maintenance Administration (IMA) is to determine the eligibility of applicants and to recertify the eligibility of recipients for federal and District-funded assistance programs, and to help heads of households receiving TANF benefits, and individual adults without dependents who receive Food Stamp benefits, to become employed and move toward financial independence.

IMA is one of six Administrations that provide the majority of services delivered by the D.C. Department of Human Services. The Income Maintenance Administration comprises the Office of the Administrator; the Division of Program Development and Training; the Division of Program Operations, including our seven, community-based, decentralized service centers; the Division of Monitoring and Quality Assurance and the Division of Information Systems. IMA's budget supports 731 positions, most of them located in the Division of Program Operations. The majority of our staff are Social Service Representatives and Supervisory Social Service Representatives, who carry out the day to day eligibility determination functions.

IMA's client population is made up of any District of Columbia residents regardless of fluency in the English language who meet the eligibility criteria established in the federal and local legislation authorizing the provision of cash, food, medical and other types of assistance to persons based upon their income, family structure, age, disability or other condition(s) of eligibility. IMA staff meet with and work directly with District of Columbia residents while they are applying for or seeking recertification of their eligibility for cash, food, medical and other assistance authorized under federal and

District law. IMA staff do not generally provide case management, crisis intervention, counseling or other social work-type services to the poor.

IMA determines eligibility for benefits under the Temporary Assistance to Needy Families (TANF), Medicaid, Food Stamps, General Public Assistance for Children, Burial Assistance, Interim Disability Assistance and Refugee Cash Assistance programs. In addition, IMA's Food Stamp Employment and Training Program (FSET) provides employment and training services to able-bodied adults without dependents who receive Food Stamps. IMA also performs monitoring, quality control and reporting functions required by Federal law and court orders. To achieve these purposes, IMA also contracts with or makes grants to eligible organizations to support services and activities that encourage personal responsibility and economic self-sufficiency for recipients of benefits and other low-income families and individuals, help strengthen families, and reduce the incidence of teenage pregnancy.

IMA manages an ongoing caseload of persons receiving a range of benefits. The exact number of persons receiving benefits under any of the assistance programs literally changes every day. Therefore, client data for our services is communicated as "average monthly" or "average annual" numbers. In Fiscal Year 2002, which spanned from October 1, 2001, to September 30, 2002, IMA's average annual caseloads were as follows:

Food Stamps, average number of participants in FY2002:	<u>73,069</u>
TANF, average number of participants (children & adults):	<u>42,906</u>
Medical Assistance, average number of participants:	<u>130,663</u>

Immigrants from other countries, particularly people who speak and read little English, may be less likely to have knowledge about public assistance for which they or their children may be eligible. To increase the accessibility of services for language-minority residents of the District, IMA employs a Multicultural Services Coordinator whose job is to conduct outreach to and maintain partnerships with community agencies and other groups serving populations who may not speak English well and to monitor the delivery of services to this population. IMA maintains listings of all staff who speak foreign languages, monitors use of the telephonic language line that all center staff can access for interpretation services, follows up on any complaints related to language capabilities and ensures that signage and information on the availability of interpretation services is on hand in the service centers in several languages. IMA also co-sponsors the Bilingual Health Access Project by providing over \$250,000 in funding to the Office on Latino Affairs which contracts with a community agency to provide interpretation, translation and assistance in follow-up with Spanish, Vietnamese and Amharic-speaking populations. The Vietnamese Community Center has also received grants under our TANF mini-grant program to provide computer training and English as a Second Language classes. Boat People SOS applied during FY2002, and was awarded a family-to-family grant beginning FY2003 (October 1) to mentor TANF and other low-income families.

Accomplishments/Outstanding Tasks:

Objective 1: Translation:

The following materials have been translated into Chinese, Korean or Vietnamese, copies are attached:

- 1) Medicaid Information Letter [Chinese, Vietnamese and Korean]
- 2) POWER Brochure [Chinese, Vietnamese and Korean]
- 3) Combined Application (covers Medicaid, Food Stamps and TANF) [Chinese and Vietnamese]
- 4) IMA Translation Aid (Flipchart) [Chinese and Vietnamese]

The translated materials have been made available to the API community through the service centers, our community partners and on-site service delivery visits to the Asian Service Center.

Plans for FY2003 include translation of the Medicaid Recertification Form, Combined Recertification Form, Change Report Form, and the D.C. Healthy Families Form. Dates for completion have not yet been confirmed.

Regarding translation contractors/companies that have been engaged, IMA has a contract with Language Learning Enterprises for telephonic interpretation services as well as translation of written materials. Other personal services contractors may be added to work on specific translation projects.

Objective 2: Diversifying Workforce:

IMA EMPLOYS THE FOLLOWING API EMPLOYEES:

<u>Name</u>	<u>Title</u>	<u>Grade</u>	<u>Responsibility</u>
Koy Sam	SSR	DS 9	Medicaid Eligibility Determination
Shengji Lui	Computer Programmer	DS 12	Data Processing and Programming

IMA's recruitment strategies include announcing bilingual positions in Asian language publications, providing job announcements to the Mayor's Office on Asian and Pacific Islander Affairs, forwarding position announcements to API community partner agencies, recruiting at job fairs and API community outreach events. We have participated in the API Asian Job Fair, the District Residents' Job Fair, and the World Refugee Day Celebration, the D.C. government Human Services Cluster Multicultural Information Fair, and the DC Vietnamese Community Center Moon Festival.

Objective 3: Multicultural Training:

Multicultural training is offered to IMA staff as ongoing in-service training. During FY2002, over 500 IMA staff attended multicultural training workshops.

Objective 4: Community Partnerships: List of Community Partners is attached.

The Vietnamese Community Center received a social service mini-grant of \$40,000 for the summer of 2002 to provide computer training and ESL classes. Boat People SOS has received a family-to-family grant of \$58,481 for FY2003 (beginning October 1) to mentor TANF and other low-income families. These projects directly serve API residents, employing bilingual employees and produce their own written materials for the project.

Objective 5: Community Outreach:

Seven community-based API organizations (see appendix) are partners with IMA in outreach to the API community. In addition, the Bilingual Health Access Project operated by Mary's Center for Maternal and Child Health for which we provide funding under an agreement with the Mayor's Office on Latino Affairs employs a worker fluent in Vietnamese. During FY2002, IMA's Multicultural Services Coordinator also participated in API's Asian Job Fair, the World Refugee Day Celebration, the D.C. government Human Services Cluster Multicultural Information Fair, and the Vietnamese Community Center Moon Festival. We continue to provide on-site Medicaid and Food Stamp recertification at the Asian Service Center. This fiscal year outreach to immigrant or language minority groups in the District of Columbia by our Multicultural Services Coordinator included meetings with staff of Boat People SOS, the Asian Service Center, and the Vietnamese Community Center.

Future Plan:

IMA's proposed Action Plan for FY2003 is attached. Tasks continuing from FY2002 include the translation of the Medicaid Recertification Form, the Combined Recertification Form, the Change Report Form and the D.C. Healthy Families Form into Chinese and Vietnamese. We do not yet have a completion date for these activities. During FY2003, we will complete the translation of these forms and will make them available for use in the seven Decentralized Service Centers throughout the city. Copies will also be provided to the API community through Asian American LEAD, the Asian Pacific American Legal Resource Center, Asian Pacific Islander Domestic Violence Resource Project, Asian Service Center, Boat People SOS – D.C. Branch, Chinatown Service Center and Newcomers Community Service Center, as well as to the Bilingual Health Access Project. We will continue to provide information on all IMA job openings to these agencies, particularly those designated as bilingual positions. Bilingual positions will also be advertised in Asian language publications. We will continue use of LLE Language Line Services to ensure that persons of all language backgrounds can communicate with our Social Service Representatives, and will continue the annual civil rights training, diversity training and training on understanding and respecting classes that have been provided in FY2002 to IMA employees. On-site services will continue to

be provided by a Social Service Representative working in conjunction with the Department's API coordinator at the Asian Services Center. Outreach to the API community will be carried out through our partnerships with API organizations and the distribution of translated materials to these agencies.

MRDDA
2002 Asian and Pacific Islander Initiative
Action Plan Annual Report

October 1, 2002 to September 30, 2002

Executive Summary

The Department of Human Services Office of Communication is in the process of developing an MRDDA brochure. This brochure will be translated into Chinese, Korean and Vietnamese and be available to our Intake staff at MRDDA offices and also available during community outreach events MRDDA routinely attends.

MRDDA's training staff offer and require a two-hour "diversity" training class for all case managers. Issues of differences in cultures and issues of tolerance are addressed directly.

MRDDA's personnel officer is committed to sending notices of job opportunities to API community groups and events.

MRDDA will encourage and invite API organizations' participation in the "MRDDA: Building a World that Works for Everyone" Family Forum tentatively scheduled for Spring 2003.

INTRODUCTION

The Mental Retardation and Developmental Disabilities Administration in the Department of Human Services provides services and supports to persons in the District of Columbia with mental retardation.

MRDDA serves approximately 1,600 individuals by providing residential and day program referrals, case management services, policy guidelines and oversight of care.

Attachment: FY2003 Action Plan

[DHS MRDDA]
ASIAN AND PACIFIC ISLANDER EMPLOYMENT PROFILE
BASED ON FY 2002 DATA

Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						
	Mary Devasia	Case Management Division-1 Chief	MSS	Manages and oversight of Case Management activities	MRDDA Office	429 O Street, NW Washington, DC 20001	202-673-4554		
	Rallie Cruz								
Employees hired in FY 2002									
Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						
Employees left in FY 2002									
Grade Level	Name	Position		Program Responsibilities	Location of Work (Office, front line field work)	Office Address	Phone Number	email Address	API Language(s)
		Title	Category*						

Agency Total (by location of work):
Category: Administrative; Supervisory/Managerial; Professional; Technical

Objective 1: Translate Materials, Information, Brochures, Forms, Announcement, etc.
Task 1. Translate health, safety, and welfare program/service materials, information, brochures, forms, announcements, etc. into Chinese and Vietnamese.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
1.1.1.	MRDDA general brochure currently being developed and will be translated into Chinese and Vietnamese	Oct. 1, 2002	Sep. 30, 2003	Debra Daniels DHS-- Communication s	DHS	Brochure Printout	Quarterly	In development

List names/titles of materials, information, brochures, etc. to be translated:

Objective 1: To translate Materials, Information, Brochures, Forms, Announcement, etc.
Task 2. To make available in Chinese and Vietnamese information that is translated into Spanish.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
1.2.1.	See Task 1.							

List names/titles of materials, information, brochures, etc. to be translated:

Objective 2: To Diversify Workforce.
Task 1. To implement targeted recruitment activities to increase number of API employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
2.1.1.	Job announcements will be sent to API community via DHS—API Office and API community based organizations.	Oct. 1, 2002	Sep. 30, 2003	James Thomas	N/A	Copy of Announcement	Quarterly	Ongoing

Objective 2: To Diversify Workforce.

Task 2. To develop a plan to increase bilingual capabilities of front line employees to help serve LEP APIs.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
2.2.1.	MRDDA Intake staff to be trained in 1-800 language line usage	Oct. 1, 2002	Sep. 30, 2003	Robin Exton, Patricia Sastoque		Activity Announcement & Flyer	Quarterly	

Objective 3: To Develop and Implement a Component of Cultural Awareness Training Relating to LEP Customers for the Front Line Employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
3.1.	All MRDDA case managers receive two hours of cultural diversity training	Oct. 1, 2002	Sep. 30, 2003	Patricia Sastoque	MRDD training	Course completion	Quarterly	

Objective 4 To Develop and Implement a Plan for Partnerships with Community-Based Organizations.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
4.1.	MRDDA "Family Forum" to be presented in Spring 2003 will feature and include API community based organizations	Spring 2003		Kathleen Donner	To be determined	Activity Announcement & Flyer	Quarterly	Currently in planning stages

Objective 4 (Continued)

List names/addresses of the community-based organizations that your office has established or plans to establish partnership to provide services to LEP API persons. Identify whether the CBO is API CBO, non-API CBO, academic or research institution, or API small business.

Asian American LEAD	3045 15 th Street, NW Washington, DC 20009	202-884-0322 202-884-0012	Sandy Dang, Exec. Director	Vietnamese	Youth programs, Social services
Asian Pacific American Legal Resource Center	733 15th Street, NW, Suite 315 Washington, DC 20005	202-393-3572 202-393-0995	Jayne Park, Executive Director	Pan-Asian	Legal
Asian Pacific Islander Domestic Violence Resource Project	PO Box 14268 Washington, DC 20044-4268	202-464-4477	Anjali Nagpaul, Director	Pan-Asian	Social Service
Asian Service Center	477 G Place, NW Washington, DC 20001	202-842-4376 202-842-5437	Willie Wong, Acting Director	Chinese	Social Services
Boat People S.O.S. – DC Branch	1515 Park Road, NW, #3 Washington DC 20001	202 234-3598 202 234-3570	Hien Vu Project Coordinator	Vietnamese	Social Services/ advocacy
Chinatown Service Center, Chinese Community Church	900 Mass. Ave., NW Washington, DC 20001	202-898-0061 202-898-2519	Lisa Uy, Coordinator John Lem, Director	Chinese	Social service/ Religious
Newcomers Community Service Center	1628 16th St., NW Washington, DC 20009	202-462-4330 202-462-2774	Vilay Chaleunrath, Director	Pan-Asian	Social Service

Objective 5: To Develop and Implement an Outreach Plan to the API Community to Inform Them of Services Available and/or Provide Services to Persons Who May Not Have Knowledge of Agency Services Due to Language or Cultural Barriers.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
5.1.	Invite and include API community based organizations in provider coalition meetings	Month-ly		Ranita Williams, Patricia Sasoque	N/A	Meeting Announcement	Quarterly	Ongoing

Office/Program: Mental Retarded & Developmental Disability Administration

Approved by:

Date: _____

**DEPARTMENT OF HUMAN SERVICES
OFFICE OF EARLY CHILDHOOD DEVELOPMENT
2002 ASIAN AND PACIFIC ISLANDER INITIATIVE
ACTION PLAN
ANNUAL REPORT**

October 1, 2001 to September 30, 2002 (FY 2002)

Introduction

In September 2000, the Mayor launched the Asian and Pacific Islander (API) Initiative with five (5) broad objectives to improve access to government services for APIs with limited English proficiency (LEP). These objectives included translating materials relating to health, safety and business, diversifying the workforce, having multicultural awareness sensitivity training for employees, and creating meaningful partnerships with community-based organizations.

Executive Summary

The Office of Early Childhood Development (OECD) has committed its attention and resources to comply with the Asian and Pacific Islander (API) Initiative. With the goal in mind to improve access to Child Care services to API with limited English proficiency, over the past year, OECD's efforts included:

- Participating in the Mayor's Community/Health Fair and Town Hall meeting;
- Translating key OECD materials and pertinent information into Vietnamese, Chinese and Korean;
- Funding Mary's Center to collaborate with the Asian and Pacific Islander Community to recruit and train persons who would become licensed family child care home providers and who would become operators of a child care center;
- Funding Mary's Center/Even Start to provide public awareness materials about early intervention to the Vietnamese communities;
- Providing individualized DHS Subsidy Provider Orientation and API language specific orientation for any childcare Provider for whom English is not the first language.
- Conducting a presentation on careers and the OECD during the Bell Multicultural High School Careers Day which included API students.
- Conducting a funding workshop for the API community in collaboration with the Mayor's Office of Partnerships and Grants.
- Contracting with the Washington Child Development Council to operate the Child Care Resource and Referral Services to assist parents seeking childcare in the District of Columbia. This service is providing consumer childcare information to the District's API residents.
- Supporting the nomination of a Vietnamese Home Visitor from a DHS subsidy program, for the Pacific Islander Recognition Day.

Endeavors to complete include:

Training employees and providers on the use of the Language Line which is available for use when interacting with the District's population with limited English capabilities.

Emphasis will be placed on recruitment of API employees and interns from local colleges and universities, placement within the Office of Early Childhood Development.

Title of the Report:

District of Columbia Government
Department of Human Services
Rehabilitation Services Administration
Asian and Pacific Islander Initiative Action Plan Annual Report

Report Period:

October 1, 2001 to September 30, 2002 (Fiscal Year 2002)

Submitted on:

October 25, 2002

I. EXECUTIVE SUMMARY:

One Page description of your agency action plan and significant accomplishments.

See the “Introduction”.

Identify any outstanding tasks that need to be followed up in FY 2003 and obstacles encountered and solutions in implementing the FY 2002 Action Plan.

Refer to the documents “DC/RSA Fiscal Year 2002 Fourth Quarter API Initiative Report” and “Fiscal Year 2003 Proposed API Action Plan” submitted on October 18, 2002 for our fiscal year 2002 significant accomplishments and proposed follow-through action to be initiated in fiscal year 2003.

Identify your agency community partners in implementing the action plan.

Refer to “Objective 4. Community Partnerships” in this report for a list of names and addresses of the community based organizations that our agency has established or plans to establish to provide services to our LEP API clients.

Briefly describe your agency’s FY 2003 action plan.

In fiscal year 2003 the Rehabilitation Services Administration will focus on issues affecting Asian and Pacific Islanders and our other multicultural clients. Specifically, we are committed to enhancing our strategies to recruit API employees and to increase the capabilities of our front line employees to help serve Limited English Proficient (LEP) Asian and Pacific Islander clients, as well as continue to outreach the public events and forums and provide technical support and services to API community-based organizations, within budget availability.

II. Introduction:

Give an overall description of your agency functions, and types of programs/services. Describe your agency overall action plan, and programs and personnel involved in the implementation.

The Rehabilitation Act of 1973, as amended in 1998, mandates that the Department of Human Services, Rehabilitation Services Administration (DC/RSA) provide vocational rehabilitation services to District of Columbia residents with disabilities, empowering them to maximize their employment, economic self-sufficiency, independence and inclusion and integration into society.

Employment is the major goal for the state vocational rehabilitation program. Therefore, many physically and mentally challenged clients of DC/RSA are required to attend medical appointments, training or seek and maintain employment as part of their Individual Written Rehabilitation Plan (IWRP).

The Rehabilitation Act of 1973 mandates that services to persons with disabilities be individualized and “be provided in the language or mode of communication of the individual”. Because of the richly diverse population of the District of Columbia that includes a unique non-English speaking population, our agency requires interpreter services for Spanish, French, Portuguese, Mandarin, Taiwanese, Cantonese, Vietnamese, and Sign Language clients. If our clients were unable to communicate, they would be hindered from getting work or training needed to secure jobs.

The Special Populations Unit within our Client Services Division is an important focus of our attempt to meet this diversity with on-site bilingual staff, translation and interpreter services; and service brochures printed in Spanish, Chinese (Traditional and Simplified, Korean, Vietnamese and Amharic (Ethiopian). Staff members have also established strong working relations with Chinatown Asian-American Center, D.C. Hispanic Association, D.C. Office of Latino Affairs; and, the local network of community-based organizations and social service agencies that outreach the District of Columbia’s API community.

In fiscal year 2002 one of our clients: a 21 year old deaf immigrant from China who had very few English language skills before she came to the United States, was recognized for her progress. Working with an Asian American vocational rehabilitation counselor in the Communication Impairment Section, the client became fluent in the use of American Sign Language and was employed as a part-time library aide on the Gallaudet University campus.

Throughout fiscal year 2001 the Rehabilitation Services Administration served 7,985 clients, of whom 55 were Asian and Pacific Islanders. Data on the number of clients served in fiscal year 2002 will be available on November 1, 2002.

See in Appendix a copy of our agency's latest annual report for an overall description of all of our programs and services.

III. Accomplishments/Outstanding Tasks:

Objective 1: Translation:

Identify all materials that have been translated into Chinese, Korean and Vietnamese languages. Provide a copy of each translated document in the appendix. Describe whether and how the translated materials have been made available to the API community.

- On October 18, 2002 DC/RSA transmitted copies of our English-speaking brochure and translated versions in Traditional and Simplified Chinese, Vietnamese and Korean as the Attachment to our fiscal year 2003 Proposed API Action Plan.
- On November 14, 2001 DC/RSA staff participated in Mayor Anthony Williams' API Community Health Fair and disseminated translated brochures to local API agencies, e.g., St. Mary's Church in Chinatown, The Refugee Center, Residential Center for Asian Elderly @ 5th & H Streets, NW, The Chinatown Asian-American Center; and, World Vision (International).
- On May 29, 2002 DC/RSA staff participated in the Mayor's Office of Asian and Pacific Islander Affairs Bilingual Career Fair and distributed API brochures.

Identify any outstanding materials that need to be translated and the anticipated completion dates(s).

During fiscal year 2003 our DC/RSA brochure translation in Vietnamese must be reprinted for dissemination to API stakeholders and community-based organizations.

Please include a list of the translation contractors/companies used by your agency in the appendix.

See Appendix.

Objective 2: Diversifying Workforce:

Identify the number of API employees currently in your agency including the following information: title, grade, responsibility, location of work, phone number, e-mail address, API language(s)

spoken and written. If your agency has hired or lost API employee(s) in FY 2001, please include their information.)

DC/RSA hired three (3) API vocational rehabilitation specialists in the past five (5) years. During fiscal year 2002 DC/RSA employed the following four (4) API staff: a claims clerk in the Disability Determination Division, a vocational rehabilitation counselor in the Client Services Division, a quality insurance specialist in the Disability Determination Division; and, a vocational rehabilitation outreach specialist. See attached form "Asian and Pacific Islander Employment Profile based on FY 2002 Data" for requested information.

Please identify your agency's successful API recruitment strategies.)

Over the years DC/RSA has struggled putting together a successful API recruitment strategy. Current and former employees say the District of Columbia's pay scale has prompted many promising vocational rehabilitation professionals to not enter employment with our agency.

DC/RSA staff will continue to share all vacancy announcements with the local network of API community-based organizations and stakeholders, in an effort to recruit qualified API applicants. Refer to the Rehabilitation Services Administration's "Fiscal Year 2003 API Proposed Action Plan" submitted on October 18, 2002 for proposed API recruitment strategies.

Objective 3: Multicultural Training:

Describe the type(s) of multicultural training provided to agency personnel and the training company(ies), including the number of employees trained and the training date(s).

Fiscal year 2003 will be a year of continued development of DC/RSA's API initiative. Our proposed tasks in further development of this initiative will include:

- Disseminate all translated materials to local businesses and community-based social service agencies
- Continue effort to identify qualified APIs for vocational rehabilitation specialist and rehabilitation aide positions
- Work with our Training Coordinator to recruit and hire API high school interns
- Commit to offer Sensitive Training workshops to DC/RSA employees to upgrade staff skills in serving limited English proficient API customers

- Continue our collaboration with stakeholders on needed API programs and services
- Continue outreach and technical assistance to API community-based organizations and social service agencies that provide assistance to API persons with disabilities
- Work in collaboration with the Office of Asian and Pacific Islander Affairs to achieve milestones of our fiscal year 2003 API Initiative

Objective 4: Community Partnerships:

Identify your agency's community partners including their names, addresses, phone numbers, e-mail addresses if any, and contact person.

Asian American LEAD
3045 15th Street, NW
Washington, DC 20009
202-884-0322
Sandy Dang, Executive Director
sdang@aalead.org
Vietnamese
Youth Programs, Social Services

Asian Pacific American Legal Resource Center
733 15th Street, NW, Suite 315
Washington, DC 20005
202-393-3572
202-393-0995
Jayne Park, Executive Director
Jayne.park@apalrc.org
Pan-Asian
Legal

Asian Pacific Islander Domestic Violence Resource Project
PO Box 14268
Washington, DC 20001
202-464-4477
Anjali Nagpaul, Director
Info@dvrp.org
[Wwww.dvrp.org](http://www.dvrp.org)
Pan-Asian
Social Services

Asian Service Center
477 G Place, NW
Washington, DC 20001
202-842-4376
202-842-5437
Willie Wong, Acting Director
Asc.dc@verizon.net
Chinese
Social Services

Boat People S.O.S. – DC Branch
1515 Park Road, NW, #3
Washington, DC 20001
202-234-3598
202-234-3570
Hien Vu
Project Coordinator
bpsosdc@hotmail.com
Vietnamese
Social Services/Advocacy

Chinatown Service Center, Chinese Community Church
900 Mass. Ave., NW
Washington, DC 20001
202-898-0061
202-898-2519
Lisa Uy, Coordinator
John Lem, Director
chinatownsc@msn.com
Chinese
Social Services/Religious

Newcomers Community Service Center
1628 16th St., NW
Washington, DC 20009
202-462-4330
202-462-2774
Vilay Chaleunrath, Director
newcomers@newcomersservice.org
Pan-Asian
Social Services

Describe the type of partnership between your agency and the community-based organization(s).

DC/RSA staff have worked for many years in collaboration with the network of API community organizations located throughout the Greater Metropolitan Washington, DC area. Our staff members provide technical assistance on matters related to the employment of persons with disabilities.

If funding is provided to the CBO, please include information regarding the funding amount, time period, and the purpose of the funding; and whether it serves the API community, has bi-lingual API employees to provide the service, has the service materials for the limited English proficient API that have been translated into appropriate Asian language(s)).

DC/RSA has a sole source procurement agreement that allows use on an as-needed basis. See Appendix for requested information about the contractor.

Objective 5: Community Outreach:

Describe the types of activities that your agency has done to reach out to the API community, particularly those API with limited English proficiency. Please include the dates and locations of the outreach events, and a copy of the flyers, if any.

- On November 14, 2001 DC/RSA staff participated in Mayor Anthony Williams' API Community Health Fair and disseminated translated brochures to local API agencies, e.g., St. Mary's Church in Chinatown, The Refugee Center, Residential Center for Asian Elderly @ 5th & H Streets, NW, The Chinatown Asian-American Center; and, World Vision (International).
- On May 29, 2002 DC/RSA participated in the Mayor's Office of Asian and Pacific Islander Affairs Bilingual Career Fair.

Describe any additional projects that your agency has undertaken to improve success to your service/programs by the API community.

- DC/RSA Administration and staff have cultivated a strong working relationship with World Vision (International) that has provided needed food and clothing for many of our multicultural clients. Additionally, with donations from this organization and other community-based service agencies, our agency maintains a Clothing Closet to assist our clients in securing work-appropriate apparel.

IV. Lesson(s) Learned:

The Contract and Procurement Unit noted that data has shown that an increasing number of clients who speak Asian and Pacific Islander languages required translation services during Fiscal Year 2002. This resulted in an increase from \$6,000 (the initial allocation) to \$16,000. The contractor reported that the majority of clients referred by DC/RSA were API clients needing interpreter service.

We are pleased that increasing numbers of API persons with disabilities are choosing to seek services from the state vocational rehabilitation agency that will give them a meaningful opportunity to address functional limitations that affect them.

Describe any obstacles that your agency has encountered in implementing the action plan, and the solutions that your agency used to overcome them.

Based upon our October 7, 2002 meeting with Mr. Jate Pan, the Asian & Pacific Islander Coordinator, in which we were informed that our

Vietnamese-translated agency brochure required reprinting, DC/RSA has taken steps to do this. DC/RSA is transmitting the original draft to Ms. Kirstin Doan, Program Specialist for the Mayor's Office of Asian and Pacific Islander Affairs, for editing.

Please include any recommendations that your agency might have regarding the API Initiative.

None

Future Plan:

Include time-specific completion dates and deliverables for any FY 2002 outstanding tasks.

DC/RSA staff, with the assistance of the Mayor's Office of Asian and Pacific Islander Affairs, will print a corrected Vietnamese-translated agency brochure and disseminate it to API stakeholders and community-based organizations during Fiscal Year 2003.

Describe your agency's FY 2003 Action Plan.

In fiscal year 2003 the Rehabilitation Services Administration will focus on issues affecting Asian and Pacific Islanders and our other multicultural clients. Specifically, we are committed to enhancing our strategies to recruit API employees and to increase the capabilities of our front line employees to help serve Limited English Proficient (LEP) Asian and Pacific Islander clients, as well as continue to outreach the public events and forums and provide technical support and services to API community-based organizations, within budget availability.

Appendices

Appendix I. Copies of translated materials (include English version of translations)

All copies of translated materials, including the English version, were submitted as Attachment to our October 18, 2002 Fourth Quarter Report.

Appendix II. List of translation contractors/companies

Institute for Languages and Cultures of the Americas
1411 K Street, NW
Washington, D.C. 20002
202-637-7065
Contact Person: Hernando Caicedo

Several vendors were contacted in a survey of the market. Only one vendor was available to provide individualized interpreting service on a 24-hour notification and 24-hour cancellation basis for the wide array of languages required.

The fees specified by the vendor are \$65.00-\$75.00 per hour with no additional charge for transportation, mileage or parking. Minimum contract for interpreter services is three hours. These fees are much lower than those of other contacted vendors who could not provide all the services needed.

Appendix III. Agency API employee information

Appendix IV. List of Community Partnerships

**DEPARTMENT OF HUMAN SERVICES
YOUTH SERVICES ADMINISTRATION**

EXECUTIVE SUMMARY

The Youth Services Administration (YSA) empowers youth entrusted to its care to become lawful, competent and productive citizens and appropriately manifests itself in the District of Columbia as a contributor to the transformation of all youth, families, and communities. YSA is the only juvenile justice agency in the District and has statutory responsibility upon order of the DC SUPERIOR COURT to provide pre-trial supervision, shelter and secure placement services to young people who are arrested for unlawful acts or incorrigible behavior. YSA also has responsibility for youth who are made wards of the city and are committed by the DC Superior Court to the Department of Human Services after being found involved in acts of delinquency or incorrigibility. The Youth Services Administration has a continuum of care for both categories of youth ranging from least restrictive to most restrictive services and supervision.

YSA promotes public peace and community safety, and has taken action to strengthen its outreach efforts through the creation of an Office of Community and Intragovernmental Affairs. This office serves as the administrations external component for establishing public/private partnerships and building relationships with the community. Through this office YSA will translate materials into Chinese and Vietnamese, identify resources for the delivery of Asian and Pacific Islander cultural training to YSA staff, identify community partners and reach out to the API community, particularly those with limited English proficiency. It should be noted that currently YSA does not serve the API population.

Attachment: 2003 API Action Plan

Objective 1: Translate Materials, Information, Brochures, Forms, Announcement, etc.
Task 1. Translate welfare program/service materials, information, brochures, forms, announcements, etc. into Chinese and Vietnamese.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
1.1.1.	Translate <i>YSA brochure</i> into Chinese and Vietnamese.	Jan. 1, 2003	Mar. 30, 2003	John Manuel	DHS	Brochure printout	Quarterly	
1.1.2.	Translate <i>Tips for Teens</i> into Chinese & Vietnamese.	Apr. 1, 2003	Jun. 30, 2003	John Manuel	DHS	Pamphlet printout	Quarterly	

List names/titles of materials, information, brochures, etc. to be translated:
As indicated.

Objective 2: To Diversify Workforce.
Task 1. To implement targeted recruitment activities to increase number of API employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
2.1.1.	Following EEOC directives, YSA will partner with organizations in Asian community, will hire upon availability and qualifications	Oct. 1, 2002	On-going	John Manuel Alice Holland	DHS		Quantity	
2.1.2.	Announce job opportunities at local API newspapers	Oct. 1, 2002	On-going		DHS	News release in API languages	Quarterly	

Objective 2: To Diversify Workforce.
Task 2. To develop a plan to increase bilingual capabilities of front line employees to help serve LEP APIs.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
2.2.1.	YSA will pursue when there is indicated need.	Oct. 1, 2002	Sept. 30,	John Manuel	DHS		Quarterly	

			2003					
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Objective 3: To Develop and Implement a Component of Cultural Awareness Training Relating to LEP Customers for the Front Line Employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
3.1.	YSA will include the Asian Pacific Islander culture in its cultural awareness training.	Oct. 1, 2002	Sept. 30, 2003	John Manuel	DHS	Outcome of Training	Quarterly	

Objective 4 : To Develop and Implement a Plan for Partnerships with Community-Based Organizations.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
4.1.	Continue to partner with DCPS to provide educational programs.	Ongoing	On-going					
4.2	Coordinate with DHS API Coordinator to identify Asian Pacific Islander community based organizations (CBOs).	Oct. 1, 2002	Sept. 30, 2003	John Manuel	DHS	Meetings with CBOs	Quarterly	

Objective 4 (Continued)

List names/addresses of the community-based organizations that your office has established or plans to establish partnership to provide services to LEP API persons. Identify whether the CBO is API CBO, non-API CBO, academic or research institution, or API small business.

Asian American LEAD	3045 15 th Street, NW Washington, DC 20009	202-884-0322 202-884-0012	Sandy Dang, Exec. Director	Vietnamese	Youth programs, Social services
Asian Pacific American Legal Resource Center	733 15th Street, NW, Suite 315 Washington, DC 20005	202-393-3572 202-393-0995	Jayne Park, Executive Director	Pan-Asian	Legal
Asian Pacific Islander Domestic Violence Resource Project	PO Box 14268 Washington, DC 20044-4268	202-364-4630	Anjali Nagpaul, Director	Pan-Asian	Social Service
Asian Service Center	477 G Place, NW Washington, DC 20001	202-842-4376 202-842-5437 (fax)	Willie Wong, Acting Director	Chinese	Social Services
Boat People S.O.S. – DC Branch	1515 Park Road, NW, #3 Washington DC 20001	202 234-3598 202 234-3570	Hien Vu Project Coordinator	Vietnamese	Social Services/ advocacy
Chinatown Service Center, Chinese Community Church	900 Mass. Ave., NW Washington, DC 20001	202-898-0061 202-898-2519	Lisa Uy, Coordinator John Lem, Director	Chinese	Social service/ Religious
Newcomers Community Service Center	1628 16th St., NW Washington, DC 20009	202-462-4330 202-462-2774	Vilay Chaleunrath, Director	Pan-Asian	Social Service

Objective 5: **To Develop and Implement an Outreach Plan to the API Community to Inform Them of Services Available and/or Provide Services to Persons Who May Not Have Knowledge of Agency Services Due to Language or Cultural Barriers.**

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
5.1.	Provide workshop for Vietnamese community.	Jan. 1, 2003	Jan. 31, 2003	John Manuel	DHS	Community Meetings	Quarterly	
5.2.	Provide workshop for Chinese community.	Apr. 1, 2003	Jun. 30, 2003	John Manuel	DHS	Community Meetings	Quarterly	

Office/Program: **DHS Youth Services Administration**

Approved by: _____

Date: _____

DEPARTMENT OF HUMAN SERVICES D.C. STATE DEVELOPMENTAL DISABILITIES COUNCIL

INTRODUCTION

The District of Columbia State Developmental Disabilities Council (DDC) is the state agency that advocates for District of Columbia residents with developmental disabilities and their families. The DDC believes that all people are created equal and are entitled to have their legal, civil and human rights respected and protected. The mission of DDC is to plan and advocate for the needs and rights of individuals with developmental disabilities who reside in the District of Columbia. The DDC accomplishes its mission by administering the Developmental Disabilities Basic State Grant Program, supporting and educating communities, and influencing policymakers. The DDC is committed to the principles of value, independence and dignity for all individuals with developmental disabilities and will strive to eliminate barriers, which may prevent these personal outcomes.

LESSON LEARNED

The DD Council during its process for the determination of Council priorities, goals and objectives, conducted public forums in each quadrant of the city. These forums addressed consumer values, needs, service delivery, supports and healthcare as they relate to individuals with developmental disabilities and their families. The outcome of these forums identified racial/ethnic groups that are un-served and underserved. The primary barrier to receipt of supports and services for the Asian, Hispanic/Latino, and Native Hawaiian or other Pacific Islander groups was identified as the “lack of culturally competent outreach, native language literature, bilingual service providers and cultural bias within their individual racial/ethnic group”.

FUTURE PLAN

The DDC has developed an FY2003 Hispanic, Asian, and Pacific Islander Action Plan designed to ensure equal access to government services.

Attachment: FY2003 API Action Plan

Objective 1: Translate Materials, Information, Brochures, Forms, Announcement, etc.
Task 1. Translate welfare program/service materials, information, brochures, forms, announcements, etc. into Chinese and Vietnamese.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
1.1.1.	Translate <i>DDC brochures</i> into Chinese and Vietnamese	Jan. 1, 2003	Mar. 31, 2003	Mary Brown Lewis Clark	DD Basic State Grant	Brochure printout	Quarterly	On-going

Objective 2: To Diversify Workforce.
Task 1. To implement targeted recruitment activities to increase number of API employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
2.1.1.	Partner with API community increase # of API volunteers associated with DD Network	Oct. 1, 2002	Sep. 30, 2003	Lewis Clark	DD Basic State Grant	# of API volunteers	Quarterly	On-going

Objective 3: To Develop and Implement a Component of Cultural Awareness Training Relating to LEP Customers for the Front Line Employees.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
3.1.	DDC staff attends workshops and/or trainings.	Oct. 1, 2002	Sep. 30, 2003	Mary Brown	DD Basic State Grant	# of trained staff	Quarterly	Researching available training

Objective 4 To Develop and Implement a Plan for Partnerships with Community-Based Organizations.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
4.1.	Work with API community based organizations (CBOs) to create Self-Advocacy Coalition	Oct. 1, 2002	Sep. 30, 2003	Lewis Clark	DD Basic State Grant	# of Self advocacy-groups	Quarterly	On-going

List names/addresses of the community-based organizations that your office has established or plans to establish partnership to provide services to LEP API persons. Identify whether the CBO is API CBO, non-API CBO, academic or research institution, or API small business.

Asian American LEAD	3045 15 th Street, NW Washington, DC 20009	202-884-0322 202-884-0012	Sandy Dang, Exec. Director	Vietnamese	Youth programs, Social services
Asian Pacific American Legal Resource Center	733 15th Street, NW, Suite 315 Washington, DC 20005	202-393-3572 202-393-0995	Jayne Park, Executive Director	Pan-Asian	Legal
Asian Pacific Islander Domestic Violence Resource Project	PO Box 14268 Washington, DC 20044-4268	202-464-4477	Anjali Nagpaul, Director	Pan-Asian	Social Service
Asian Service Center	477 G Place, NW Washington, DC 20001	202-842-4376 202-842-5437	Willie Wong, Acting Director	Chinese	Social Services
Boat People S.O.S. – DC Branch	1515 Park Road, NW, #3 Washington DC 20001	202 234-3598 202 234-3570	Hien Vu Project Coordinator	Vietnamese	Social Services/ advocacy
Chinatown Service Center, Chinese Community Church	900 Mass. Ave., NW Washington, DC 20001	202-898-0061 202-898-2519	Lisa Uy, Coordinator John Lem, Director	Chinese	Social service/ Religious
Newcomers Community Service Center	1628 16th St., NW Washington, DC 20009	202-462-4330 202-462-2774	Vilay Chaleunrath, Director	Pan-Asian	Social Service

Objective 5: To Develop and Implement an Outreach Plan to the API Community to Inform Them of Services Available and/or Provide Services to Persons Who May Not Have Knowledge of Agency Services Due to Language or Cultural Barriers.

	Action Steps	Start Date	Due Date	Person Responsible	Funding Source	Performance Indicators	Reporting Frequency	Status
5.1.	Partner with API CBOs to conduct workshops to inform of DD Network	Apr. 1, 2003	Sep. 30, 2003	Lewis Clark	DD Basic State Grant	Workshop flyer & report	Quarterly	On-going